

**WESTERN NEW YORK
REGIONAL INFORMATION CENTER
CHAPTER 793 PLAN
2015 – 2018**

Progress Report as of September 20, 2017

Progress since last WNYRIC Advisory Council Meeting is in red ink and italics

Highlights of Progress Report:

Objective 2: 2.1, 2.2, 2.3, 2.6

Objective 5: 5.1, 5.4, 5.5, 5.7, 5.8

Objective 7: 7.1

793 Plan for 2015 – 2018

Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.1 Continue to design, implement and advocate for the most flexible, cost effective, resilient, redundant, secure and robust bandwidth (network connectivity) for each school district and BOCES through competitive bidding practices	July 1, 2017 – June 30, 2018		The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place.
1.2 Continue to review and implement cost effective Disaster Recovery and Business Continuity initiatives for applicable Tier 1 applications and continue to design DRBC strategies for Tier 2 applications based on time of recovery needs.	July 1, 2017 – June 30, 2018		Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery needs.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.3 Implementation of centralized, cost effective network security tools for wide area network and local area network security.	July 1, 2017 – June 30, 2018		Goal is realized as the most effective security measures are put in place on our network based on recent or future network threats. These security measures are implemented by WNYRIC network engineering staff in the local school districts, as necessary.
1.4 Implement Change Management to effectively communicate with end users and staff regarding process or technical changes to avoid downtime or outages. <ul style="list-style-type: none"> ○ Configuration Management ○ Release Management 	July 1, 2017– June 30, 2018		Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.
1.5 Enhance how stake holders are informed of bandwidth utilization trends to better prepare and implement optimization strategies to optimize bandwidth availability	July 1, 2017 – June 30, 2018		Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators.
1.6 Research, design and implementation strategies are shared to ensure a robust managed wireless network is in place in school districts and BOCES	July 1, 2017 – June 30, 2018		The most flexible, cost effective resilient, redundant and robust centrally managed wireless network is in place which can support the school district and BOCES needs.
1.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2017 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
1.8 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver	July 1, 2017 – June 30, 2018		Cost effective methods are in use by customers.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
internet bandwidth and network security			
1.9 Improve network infrastructure, security, and management options for public libraries by connecting to district broadband	July 1, 2017 – June 30, 2018		Connections to public libraries requested to school districts are in place
1.10 Implementation of centralized cost effective network security service utilizing the latest software and hardware security tools for wide area and local area networks	July 1, 2017- June 30, 2018	Technical Services Team	Security Service is available and implemented as districts engage in other technologies that impact network security.
1.11 Continue to investigate emerging technologies, and the technical effectiveness, as well as, and implications on current the future services	July 1, 2017 – June 30, 2018	Technical Services Team	Pilot projects are implemented
1.12 Provide enhanced services in response to emerging customer needs	July 1, 2017 – June 30, 2018	Technical Services Team	Services to respond to emerging districts needs are provided.

Objective 2: Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process and ensure compliance with Education Law 2d	July 1, 2017 – June 30, 2018	R & D Team	New RFPs are released and awarded. <i>STEM and Reading & Writing RFPs closed on August 28th with webinars being held on Sept 18th (STEM) and 25th (Reading & Writing). We anticipate the awards to go to the board in October.</i>
2.2 Provide online offerings as part of the catalog offerings	July 1, 2017 – June 30, 2018	CSLO & Model Schools	Online offerings are in place that support anywhere/anytime learning on the part of teachers. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region. Online Academy - http://e1b.org/TrainingWorkshops/TechnologyIntegration/CSLO/Workshops/OnlineCourses201718.aspx
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2017 – June 30, 2018	R & D Team	Pilot Programs are implemented. Dates and follow up for various topics are in place. <i>Districts scheduled for the 2017-18 school year up to this point: Wellsville CSD, Whitesville, Genesee Valley Central School, Westfield Academy and Central School, Silver Creek, Starpoint CSD, Cheektowaga Central, Cuba Rushford, Hamburg CSD, Williamsville CSD, Clarence Central School District, Depew UFSD, Holland, Bemus Point, Frewsburg Central School District.</i>
2.4 Work with lead agencies that develop and implement regulations to be in compliance with all State and Federal regulations – This includes the tech plan survey tool	July 1, 2017 – June 30, 2018	CSLO & Model Schools	Compliant policies and regulations are promulgated.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
as well as any necessary support for the Smart Schools Bond Act			
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2017 – June 30, 2018	CSLO & Model Schools	Data from program evaluations will be available. Student achievement impact from various software programs on the CSLO software list will be compiled and a repository built.
2.6 Continue to investigate and support Science Technology Engineering, Arts and Mathematics (STEAM) initiatives throughout the region	July 1, 2017 – June 30, 2018		New RFPs released and awarded. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region. <i>STEM RFP closed on August 28th. Webinar will be held on Sept 18th and awards will take place at October board meeting.</i>
2.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2017 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 3: Support anywhere/anytime secure cloud environments to meet district's needs.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion	
		Criteria/Evidence of Progress	Completion Criteria/Evidence of Progress
3.1 Investigate and support secure cloud based solutions for collaboration.	July 1, 2017 – June 30, 2018		Secure cloud based solutions are in place and supported.
3.2 Continue to investigate and communicate research results of work completed related to new technologies to provide anywhere/anytime secure access on any device for all services, users and learners	July 1, 2017 – June 30, 2018		Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review and approval to the Standards Committee if appropriate. Additional application services are offered and implemented.
3.3 Extended Classroom, Mobile Learning and Connected Transportation	July 1, 2017 – June 30, 2018	Technical Services Team	Provide a safe, secure and cost effective ways to expand broadband beyond the school campus utilizing wireless broadband and cellular LTE technology.

Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2017 – June 30, 2018		Grants are awarded, activities are complete and grant dollars received and distributed.
4.2 Optimize services by utilizing effective analytic tools.	July 1, 2017 – June 30, 2018		Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.
4.3 Continue to offer robust, cost effective centralized remote access End Point Device Management Solutions to reduce manual desktop support (sneakernet) and optimize instructional time by eliminating downtime.	July 1, 2017 – June 30, 2018		Centralized and cost effective end point device management solutions (SCCM and IBM TEM) are in place, reports reviewed and remediation measures are implemented.
4.4 Research and inform districts and BOCES about technologies that provide for a greener environment	July 1, 2017 – June 30, 2018		Collaborative solutions are in place that continue to reduce the carbon footprint throughout the region.
4.5 Continued utilization of inclusive Microsoft Active Directory to aid in efficient sharing of resources	July 1, 2017 – June 30, 2018		Effective use of Microsoft Active Directory as the primary and secure authentication source for account management to applications and resources on the shared broadband network, and in the cloud, is in place for ease of use.
4.6 Implement regulations to be in compliance with all State and Federal regulations – including any necessary	July 1, 2017 – June 30, 2018		Compliant policies and regulations are promulgated.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
support for the Smart Schools Bond Act			
4.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2017 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 5: Develop and provide data systems, processes and services in support of administration, accountability and or instructional improvement

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	July 1, 2017 – June 30, 2018		<p>Data services for interim and online assessments are provided.</p> <p><i>Data for STAR, iReady, eDoctrina and Castle Learning are provided as part of the base data integration service or as individual extract services. Fast Bridge and AIMSWeb Plus are also available as individual extract services.</i></p>
5.2 Research and support new data collection requirements	July 1, 2017 – June 30, 2018		<p>Information, training and support for new data collection requirements are provided.</p> <p><i>Data collection for the 17-18 school year opens on September 18. Two new templates are required this year: course instructor assignment and student class entry/exit.</i></p> <p><i>The first training session for new District Data Coordinators was held on 9/14.</i></p> <p><i>The first District Data Coordinator meeting of the year begins on 9/15.</i></p>
5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts	July 1, 2017 – June 30, 2018		<p>Information, training and support for the NYSED EngageNY is provided</p>
5.4 Provide expanded, more inclusive data integration service that encompasses all offerings	July 1, 2017 – June 30, 2018	<p>Data Services team</p> <p>Student and Data Warehouse teams</p>	<p>A Data Integration service is in place.</p> <p><i>Fifty-Five districts currently participating in the Data Integration service. The base service includes integration of eSchool Data or PowerSchool data with commonly used Special Education, Cafeteria, Library, Transportation, Health, Notification and Assessment systems. A growing list of other system integrations are available at additional cost. Research on new data integration methods and improvements is ongoing.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.5 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	July 1, 2017 – June 30, 2018	Data warehouse team	<p>Expanded data reporting services are available.. <i>Data Warehouse simplified navigation interface, new folder layout for ease of use.</i></p> <p><i>Student performance reports are available now, prior to the first load of staff/ student / course files to warehouse. Student teams provided extracts from eSD and PS to the DW team. Current year teachers can see results for their students on last year's 3-8 ELA and Math assessments.</i></p>
5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively	July 1, 2017 – June 30, 2018	Data warehouse and student teams	Efficient and effective communication methods are in place and proven effective through customer feedback.
5.7 Incorporate data privacy and security information into service delivery	July 1, 2017 – June 30, 2018	Data warehouse and student teams	<p>Data privacy and security information is provided. <i>Data Warehouse has begun implementation of Building-Level Security for all districts that have requested it. (8 districts so far)</i></p>
5.8 Provide a data security and privacy service for assisting districts with managing the requirements of Ed Law 2D, as well as, other district needs	July 1, 2017 – June 30, 2018	Instruction and Administrative Services Team	<p>Data privacy and security service is available. <i>A service is in place. Summer kick-off meetings were held with six districts participating to date in 2017-18.</i></p>

Objective 6: Support the initiative for Computer Based Testing (CBT)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	July 1, 2017– June 30, 2018		Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).
6.2 Provide security within endpoint management	July 1, 2017 – June 30, 2018		Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.
6.3 Support CBT vendor solutions	July 1, 2017 – June 30, 2018		Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2017 – June 30, 2018		Effective infrastructure at the districts is in place for CBT.
6.5 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2017 – June 30, 2018		Districts are assisted with readiness for CBT or emerging online assessments.
6.6 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2017 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 7: Continue to enhance existing management/administrative services with updated functionality and new product offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations and ensure compliance with Education Law 2d	July 1, 2017 – June 30, 2018		Solutions for Financial, HR and Administrative Services are implemented and supported. <i>Increased participation in several services: completed implementations of 6 districts in Applicant Tracker, 2 in QWare maintenance and scheduling software, 1 in Textbooks and 2 in Raptor which is one of the visitor management systems we support. Master Library Schedules and Work orders is now added to our supported service offerings.</i>
7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d	July 1, 2017– June 30, 2018		Solutions for student related data needs are implemented and supported. <i>Participation in PowerSchool and eSchoolData extended support service for data reporting and/or application support continues to grow. Twelve districts participating.</i>
7.3 Implement and support solutions for an expanded website service	July 1, 2017 – June 30, 2018		New and enhanced solutions are implemented and supported. <i>Implementing two districts with website bundles for SchoolMessenger. Implementing seven districts with websites or bundled packages for Blackboard. Begun implementation and support of integrated mobile apps from both SchoolMessenger and Blackboard. One district complete and one more to be started.</i>
7.4 Provide enhanced services in response to emerging customer needs	July 1, 2017– June 30, 2018		Services to respond to emerging districts needs are provided.
7.5 Enhance communication methods to inform constituencies efficiently and effectively	July 1, 2017 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.6 Incorporate data privacy and security information into service delivery	July 1, 2017 – June 30, 2018		Data privacy and security information is provided
7.7 Continue to investigate emerging technologies for administrative use, as well as, implications on current and future services	July 1, 2017 – June 30, 2018	Administrative Application Services Teams	Pilot projects are implemented